# **Enterprise Funds**





## **ENTERPRISE FUND SUMMARY**

	FY 2018 Actual	FY 2019 Adopted	FY 2020 Adopted <sup>1</sup>
Revenues			
Permits and Fees	975,252	664,500	867,780
Fines and Forfeitures	2,441,182	1,750,000	2,435,660
Federal Aid	0	0	0
Use of Money and Property	612,723	630,000	1,373,565
Charges for Services	137,242,568	139,050,195	167,083,596
Miscellaneous Revenue	15,988	186,900	232,240
Recovered Costs	1,292,560	1,341,600	1,003,600
Other Sources and Transfers In	85,370	2,037,683	2,260,024
Totals	142,665,643	145,660,878	175,256,465

	FY 2018 Actual	FY 2019 Adopted	FY 2020 Adopted <sup>1</sup>
Expenditures			
Personnel Services	27,488,236	29,240,087	36,025,940
Materials, Supplies and Repairs	15,050,238	15,935,591	18,545,436
Contractual Services	44,007,265	18,298,961	19,197,428
Equipment	-16,147	763,074	1,880,499
Department Specific Appropriation	-23,324,985	15,735,067	20,184,858
Debt Service/Transfers to CIP	17,926,039	65,688,098	79,422,304
Total	81,130,646	145,660,878	175,256,465

 $<sup>^{1}</sup>$  In FY 2020, Storm Water converted to an Enterprise Fund. FY 2018 and FY 2019 revenues and expenditures can be found in the Special Revenue Fund section.



## **UTILITIES**

## MISSION STATEMENT

The mission of the Department of Utilities is to enhance quality of life by providing excellent and sustainable water and wastewater services at the best possible value to residents and customers.

## DEPARTMENT OVERVIEW

The Department of Utilities is responsible for the operation of two enterprise funds, the Water Fund and the Wastewater Fund. The department, which is comprised of seven divisions in addition to the Director's Office, is organized as follows:

Water Production: Responsible for the operation and maintenance of the water treatment plants and finished water storage facilities; maintains raw and finished water pump stations and raw water transmission mains; and manages city-owned reservoirs and adjacent watershed properties.

Water Quality: Ensures the provision of high quality, safe, clean drinking water through compliance monitoring, testing, analysis, and backflow prevention.

Wastewater: Maintains and operates the sanitary sewer system that takes wastewater away from Norfolk homes, businesses, and facilities, and conveys it to treatment plants that are operated by the Hampton Roads Sanitation District (HRSD).

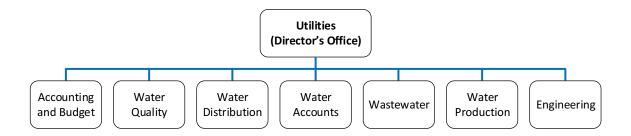
Water Distribution: Responsible for the maintenance and operation of over 800 miles of water mains. Repairs, replaces, and installs fire hydrants, meters, and valves; and detects and repairs leaks in the distribution system. Provides routine flushing of water mains and the installation of service main extensions.

Water Accounts: Provides billing, collections, and response to users of Norfolk's utility system.

Engineering and Technology: Manages the department's Capital Improvement Program and documentation for the maintenance and construction of the city's water and wastewater infrastructure. Responsible for overall construction oversight and project management. Prevents damage to water and wastewater infrastructure by marking underground utilities. Provides technology-related support to include Supervisory Control and Data Acquisition, asset management, GIS, hardware, and software.

Accounting and Budget: Responsible for the administration of the department's finance and accounting operations including the budget, accounts payable, payroll, financial reporting, contract compliance, bond issuance, capital project financing and rate setting.

Director's Office: Provides administrative, leadership, and management services to the department. Provides support services such as: human resources; public relations; communications; performance tracking; grants administration; and legislative review.



## PERFORMANCE MEASURES

#### Goal

Diversify and strengthen Norfolk's economic base

## **Objective**

Expand, attract, and retain businesses within Norfolk

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	FY 2020 Adopted	Change
Linear feet of wastewater system cleaned per year	854,304	767,995	900,000	900,000	0

#### Goal

Create a culture that promotes health, engages in prevention, and supports the economic and social well-being of individuals and families by providing an array of programs and services

### **Objective**

Ensure a sufficient supply of safe drinking water that meets customer needs, provides fire protection, and promotes economic growth

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	FY 2020 Adopted	Change
Average daily drinking water for all retail and wholesale customer needs, in millions of gallons per day (MGD)	60	60	61	61	0

### Goal

Enhance the vitality of Norfolk's neighborhoods

### Objective

Maintain the integrity of the water distribution system by staying under the national median rate of 37.8 water main breaks per 100 miles of water distribution system piping

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	FY 2020 Adopted	Change
Number of water main breaks per 100 miles of water distribution system piping	18	11	29	13	-16

## **REVENUE SUMMARY**

	FY 2017	FY 2018	FY 2019	FY 2020
	Actual	Actual	Adopted	Adopted
Permits and Fees	\$779,302	\$830,744	\$583,100	\$783,100
Use of Money and Property	\$422,772	\$528,800	\$500,000	\$1,183,000
Charges for Services	\$81,138,839	\$87,119,959	\$86,531,465	\$93,764,575
Miscellaneous Revenue	\$232,222	\$10,975	\$186,900	\$186,900
Recovered Costs	\$981,486	\$1,008,360	\$1,338,000	\$1,000,000
Other Sources and Transfers In	\$3,308	\$27,209	\$5,400	\$5,400
Total	\$83,557,929	\$89,526,047	\$89,144,865	\$96,922,975

Actual amounts represent collections, not appropriation authority.

## **EXPENDITURE SUMMARY**

	FY 2017	FY 2018	FY 2019	FY 2020
	Actual	Actual	Adopted	Adopted
Personnel Services	\$17,252,540	\$18,293,639	\$19,352,337	\$19,651,545
Materials, Supplies and Repairs	\$11,841,512	\$10,346,074	\$11,211,976	\$11,303,649
Contractual Services	\$9,414,036	\$22,511,965	\$11,285,050	\$10,592,322
Equipment	\$335,148	(\$166,674)	\$294,754	\$292,754
Department Specific Appropriation	\$7,361,763	(\$10,512,029)	\$11,372,942	\$11,482,942
Debt Service/Transfers to CIP	\$12,377,926	\$9,966,607	\$35,627,806	\$43,599,763
Total	\$58,582,925	\$50,439,582	\$89,144,865	\$96,922,975

## ADOPTED FY 2020 BUDGET ACTIONS

#### Provide funds for a citywide compensation increase

FY 2020 \$135,819 FTE: 0

Provide funds for a compensation increase for city employees. FY 2020 compensation actions include: a two percent salary increase for general and constitutional officer employees; a step increase for sworn Police and Fire-Rescue employees; an increase to the permanent employee living wage, and salary range adjustments to the city's most regionally out of market positions. All actions will be effective January 2020.

#### Increase transfer to the Capital Improvement Plan

FY 2020 \$14,000,000 FTE: 0

Technical adjustment to provide funds to cash fund water infrastructure projects in the Capital Improvement Plan. Cash funded capital projects reduce the amount of issued debt; therefore reducing the total cost of the project.

### Adjust operational expenses

FY 2020 (\$85,991) FTE: 0

Technical adjustment for operational expenses which occurs annually. These expenses include indirect cost, payment in lieu of taxes, and materials and supplies for essential operations.

#### Provide funds to replace water meters

FY 2020 \$610,000 FTE: 0

Technical adjustment to provide funds to replace water meters throughout the city. Previously, the replacement of water meters was funded out of the Capital Improvement Plan and is being moved to the operating budget.

## Support increase in chemical expenses

FY 2020 \$120,000 FTE: 0

Technical adjustment to support inflationary increases in chemical costs. Chemicals are used to treat water to ensure drinking water is in compliance of the Safe Drinking Water Act. Chemical costs have been increasing due to inflation.

## · Align contractual services expenses with utilization

FY 2020 \$36,211 FTE: 0

Technical adjustment to align the funds for contractual services for Miss Utilities markings and temporary services personnel with projected expenditures.

### Fund rent costs at the Granby Municipal Building

FY 2020 \$53,000 FTE: 0

Technical adjustment to provide funds for a new lease agreement at Granby Municipal Building. The city sold the building in FY 2019 and is leasing back a portion of the office space for the Department of Utilities until new facility arrangements can be made. Total lease expense will be \$53,000 in FY 2020.

## Fund rent increase for the Hollister Storehouse facility

FY 2020 \$1,652 FTE: 0

Technical adjustment for rent cost of the city's Hollister Storehouse facility. In FY 2014, the storehouse operations were decentralized to improve efficiency and provide departments greater autonomy in managing resources. The storehouse rent will increase by three percent or \$1,652 from \$55,061 to \$56,713.

### · Adjust debt service expenses

FY 2020 (\$6,028,043) FTE: 0

Technical adjustment to adjust annual debt service payments for water related projects.

#### Reduce funds for pipeline easements

FY 2020 (\$1,200,000) FTE: 0

Technical adjustment to reduce funds for payments to Norfolk Southern for access to railroad right of way. In FY 2019, the City of Norfolk and Norfolk Southern started negotiations to determine a right of way easement contract. The city was able to negotiate terms resulting in lower than expected payments.

## Remove one-time funds used to replace the work order system

FY 2020 (\$46,500) FTE: 0

Technical adjustment to remove one-time funds provided in FY 2019 used to replace the software used to manage work orders and requests throughout various departments, schedule preventative maintenance for assets, control inventory of assets, plan and budget resources, and report on these systems.

### Adjust costs for Fleet expenditures

FY 2020 \$18,573 FTE: 0

Technical adjustment to update the funding needed to support Fleet expenditures based on an annual cost revision calculation. Fleet provides maintenance, fuel, and the management of vehicles for essential operations of the department. This is a routine adjustment which occurs each budget cycle.

## Adjust required contribution to the city retirement system

FY 2020 \$90,370 FTE: 0

Adjust the annual required contribution to the Norfolk Employees' Retirement System (NERS). Retirement contributions are based on a formula that calculates funds needed to meet present and future retirement payments. The contribution rate for the city will increase from 18.98 percent to 19.50 percent of eligible payroll in FY 2020. Costs are distributed to departments based on each department's NERS eligible payroll.

#### Annualize FY 2019 compensation increase

FY 2020 \$132,675 FTE: 0

Technical adjustment to annualize FY 2019 compensation actions that occurred in January 2019. The Adopted FY 2019 Budget included funds for: a two percent salary increase for general and constitutional officer employees; a step increase for sworn Police and Fire-Rescue employees; an increase to the permanent employee living wage; and salary range adjustments to the city's most regionally out of market positions.

### Update personnel expenditures

FY 2020 (\$59,656) FTE: 0

Technical adjustment to update department costs for personnel services. Changes include updates to staffing due to administrative actions and the funds needed in FY 2020 for such actions. In addition, the city transitioned to position-based budgeting in FY 2019. Adjustments to personnel expenditures reflect an update to the department's budget for positions, based on actual salaries for filled positions and minimum salaries for vacant positions, as of January 2019. The adjustment also reflects updated healthcare costs for an overall employer contribution increase of five percent based on enrollment. These are routine actions that occur at the beginning of the budget cycle.

Water Total: \$7,778,110 FTE: 0

				FY 2019	FTE	FY 2020
	<b>Pay Grade</b>	Minimum	Maximum	Adopted	Change	Adopted
Account Representative	1 07	\$29,391	\$47,962	12.5	0	12.5
Accountant I	1 11	\$40,805	\$66,586	3	0	3
Accountant II	1 12	\$44,339	\$72,308	1	0	1
Accountant III	1 13	\$47,823	\$77,978	1	0	1
Accountant IV	1 14	\$52,020	\$86,041	1	0	1
Accounting Manager	1 17	\$64,260	\$104,872	1	0	1
Accounting Technician II	1 07	\$29,391	\$47,962	4	0	4
Administrative Assistant I	1 09	\$34,445	\$56,161	3	1	4
Administrative Assistant II	1 10	\$37,337	\$60,884	3	0	3
Administrative Technician	1 07	\$29,391	\$47,962	2	0	2
Applications Development Team Supervisor	1 17	\$64,260	\$104,872	1	0	1
Assistant City Engineer	1 19	\$72,930	\$118,606	1	0	1
Assistant Director	1 21	\$80,963	\$134,732	2	0	2
Assistant Superintendent of Utility Division	1 17	\$64,260	\$104,872	3	0	3
Automotive Mechanic	1 10	\$37,337	\$60,884	1	0	1
Business Manager	1 13	\$47,823	\$77,978	1	0	1

				FY 2019	FTE	FY 2020
	Pay Grade	Minimum	Maximum	Adopted	Change	Adopted
Chief of Construction Operations	1 16	\$60,149	\$98,068	1	0	1
Chief Waterworks Operator	1 13	\$47,823	\$77,978	8	0	8
Civil Engineer I	1 14	\$52,020	\$86,041	4	0	4
Civil Engineer II	1 15	\$56,314	\$92,075	3	0	3
Civil Engineer III	1 16	\$60,149	\$98,068	3	0	3
Civil Engineer IV	1 17	\$64,260	\$104,872	2	0	2
Civil Engineer V	1 18	\$68,697	\$112,020	1	0	1
Collection Coordinator	1 11	\$40,805	\$66,586	2	0	2
Construction Inspector I	1 09	\$34,445	\$56,161	3	-1	2
Construction Inspector II	1 11	\$40,805	\$66,586	6	1	7
Construction Inspector III	1 12	\$44,339	\$72,308	2	0	2
Contract Monitoring Specialist	1 11	\$40,805	\$66,586	1	0	1
Crew Leader I	1 09	\$34,445	\$56,161	11	0	11
Cross-Connection Specialist	1 08	\$31,804	\$51,864	1	0	1
Cross-Connection Specialist, Senior	1 10	\$37,337	\$60,884	1	0	1
Customer Service Manager	1 18	\$68,697	\$112,020	1	0	1
Director of Utilities	1 24	\$94,656	\$162,302	1	0	1
Electrician II	1 09	\$34,445	\$56,161	0	1	1
Electrician III	1 10	\$37,337	\$60,884	2	0	2
Electronics Technician II	1 10	\$37,337	\$60,884	4	0	4
Engineering Aide	1 04	\$23,333	\$38,047	1	0	1
Engineering Manager	1 20	\$77,520	\$126,409	1	0	1
Engineering Technician I	1 10	\$37,337	\$60,884	6	0	6
Engineering Technician II	1 11	\$40,805	\$66,586	3	1	4
Engineering Technician III	1 12	\$44,339	\$72,308	3	0	3
Engineering Technician IV	1 13	\$47,823	\$77,978	1	0	1
Enterprise Controller	1 16	\$60,149	\$98,068	1	0	1
Equipment Operator II	1 07	\$29,391	\$47,962	10	1	11
Equipment Operator III	1 08	\$31,804	\$51,864	10	0	10
Financial Operations Manager	1 15	\$56,314	\$92,075	1	0	1
General Utility Maintenance Supervisor	1 14	\$52,020	\$86,041	5	0	5
Geographic Information Systems Technician II	1 11	\$40,805	\$66,586	1	-1	0
Maintenance Supervisor II	1 12	\$44,339	\$72,308	1	0	1
Maintenance Worker I	1 04	\$23,333	\$38,047	4	0	4
Maintenance Worker II	1 06	\$27,438	\$44,737	29	0	29
Management Analyst I	1 11	\$40,805	\$66,586	1	0	1
Management Analyst II	1 13	\$47,823	\$77,978	1	0	1
Management Services Administrator	1 18	\$68,697	\$112,020	1	0	1
Manager of Budget & Accounting	1 18	\$68,697	\$112,020	1	-1	0

				FY 2019	FTE	FY 2020
	<b>Pay Grade</b>	Minimum	Maximum	Adopted	Change	Adopted
Messenger/Driver	1 02	\$20,099	\$32,778	1	0	1
Personnel Specialist	1 11	\$40,805	\$66,586	1	0	1
Programmer/Analyst III	1 13	\$47,823	\$77,978	1	0	1
Programmer/Analyst IV	1 15	\$56,314	\$92,075	2	0	2
Programmer/Analyst V	1 16	\$60,149	\$98,068	1	0	1
Programs Manager	1 15	\$56,314	\$92,075	1	0	1
Public Information Specialist II	1 12	\$44,339	\$72,308	1	0	1
Reservoir Manager	1 12	\$44,339	\$72,308	1	0	1
Safety Specialist	1 11	\$40,805	\$66,586	1	0	1
Staff Technician II	1 09	\$34,445	\$56,161	4	0	4
Storekeeper I	1 05	\$25,179	\$41,096	1	0	1
Storekeeper II	1 06	\$27,438	\$44,737	2	0	2
Storekeeper III	1 08	\$31,804	\$51,864	2	0	2
Support Technician	1 05	\$25,179	\$41,096	4	-1	3
Utility Construction Inspector	1 10	\$37,337	\$60,884	1	0	1
Utility Maintenance Mechanic I	1 07	\$29,391	\$47,962	27	-1	26
Utility Maintenance Mechanic II	1 09	\$34,445	\$56,161	3	0	3
Utility Maintenance Mechanic III	1 10	\$37,337	\$60,884	1	-1	0
Utility Maintenance Supervisor	1 11	\$40,805	\$66,586	9	0	9
Utility Maintenance Supervisor, Senior	1 13	\$47,823	\$77,978	8	0	8
Utility Operations Manager	1 19	\$72,930	\$118,606	1	1	2
Water Chemist	1 11	\$40,805	\$66,586	3	0	3
Water Chemist, Senior	1 12	\$44,339	\$72,308	3	0	3
Water Production Manager	1 19	\$72,930	\$118,606	1	0	1
Water Quality Manager	1 18	\$68,697	\$112,020	2	0	2
Water Treatment Plant Mechanic	1 08	\$31,804	\$51,864	12	0	12
Water Treatment Supervisor	1 15	\$56,314	\$92,075	2	0	2
Waterworks Operator I	1 08	\$31,804	\$51,864	4	-3	1
Waterworks Operator II	1 09	\$34,445	\$56,161	0	1	1
Waterworks Operator III	1 10	\$37,337	\$60,884	1	1	2
Waterworks Operator IV	1 11	\$40,805	\$66,586	11	1	12
Total				290.5	0	290.5

## **W**ASTEWATER

## **REVENUE SUMMARY**

	EV 2017	EV 2010	EV 2010	EV 2020
	FY 2017	FY 2018	FY 2019	FY 2020
	Actual	Actual	Adopted	Adopted
Permits and Fees	\$144,525	\$112,500	\$50,000	\$50,000
Use of Money and Property	\$68,338	(\$33,548)	\$100,000	\$100,000
Charges for Services	\$29,331,716	\$30,452,194	\$32,340,330	\$33,364,152
Recovered Costs	\$151,010	\$284,200	\$3,600	\$3,600
Other Sources and Transfers In	\$8,886	\$58,161	\$2,000	\$2,000
Federal Aid	(\$124)	\$0	\$0	\$0
Total	\$29,704,351	\$30,873,507	\$32,495,930	\$33,519,752

Actual amounts represent collections, not appropriation authority.

## **EXPENDITURE SUMMARY**

	FY 2017	FY 2018	FY 2019	FY 2020
	Actual	Actual	Adopted	Adopted
Personnel Services	\$5,434,583	\$5,546,899	\$6,046,231	\$6,050,307
Materials, Supplies and Repairs	\$4,733,426	\$3,063,756	\$2,974,955	\$2,964,441
Contractual Services	\$2,351,535	\$9,176,806	\$2,148,627	\$2,143,811
Equipment	\$193,609	\$160,031	\$303,700	\$303,700
Department Specific Appropriation	\$1,500,000	(\$11,569,804)	\$4,362,125	\$6,512,483
Debt Service/Transfers to CIP	\$2,830,432	\$3,075,196	\$16,660,292	\$15,545,010
Total	\$17,043,585	\$9,452,884	\$32,495,930	\$33,519,752

## **ADOPTED FY 2020 BUDGET ACTIONS**

### Provide funds for a citywide compensation increase

FY 2020 \$35,114 FTE: 0

Provide funds for a compensation increase for city employees. FY 2020 compensation actions include: a two percent salary increase for general and constitutional officer employees; a step increase for sworn Police and Fire-Rescue employees; an increase to the permanent employee living wage, and salary range adjustments to the city's most regionally out of market positions. All actions will be effective January 2020.

## Adjust operational expenses

FY 2020 \$2,249,158 FTE: 0

Technical adjustment for operational expenses which occurs annually. These expenses include indirect costs, payment in lieu of taxes, and materials and supplies for essential operations.

### Adjust debt service expenses

FY 2020 (\$1,115,282) FTE: 0

Technical adjustment to support annual debt service payments for wastewater related projects.

## Remove one-time funds used to replace the work order system

FY 2020 (\$96,666) FTE: 0

Technical adjustment to remove one-time funds provided in FY 2019 used to manage work orders and requests throughout various departments, schedules preventative maintenance for assets, control inventory of assets, plan and budget resources, and report on these systems.

## Adjust costs for Fleet expenditures

FY 2020 (\$17,464) FTE: 0

Technical adjustment to update the funding needed to support Fleet expenditures based on an annual cost revision calculation. Fleet provides maintenance, fuel, and the management of vehicles for essential operations of the department. This is a routine adjustment which occurs each budget cycle.

## Adjust required contribution to the city retirement system

FY 2020 \$64,311 FTE: 0

Adjust the annual required contribution to the Norfolk Employees' Retirement System (NERS). Retirement contributions are based on a formula that calculates funds needed to meet present and future retirement payments. The contribution rate for the city will increase from 18.98 percent to 19.50 percent of eligible payroll in FY 2020. Costs are distributed to departments based on each department's NERS eligible payroll.

#### Annualize FY 2019 compensation increase

FY 2020 \$37,005 FTE: 0

Technical adjustment to annualize FY 2019 compensation actions that occurred in January 2019. The Adopted FY 2019 Budget included funds for: a two percent salary increase for general and constitutional officer employees; a step increase for sworn Police and Fire-Rescue employees; an increase to the permanent employee living wage; and salary range adjustments to the city's most regionally out of market positions.

## · Update personnel expenditures

FY 2020 (\$132,354) FTE: 0

Technical adjustment to update department costs for personnel services. Changes include updates to staffing due to administrative actions and the funds needed in FY 2020 for such actions. In addition, the city transitioned to position-based budgeting in FY 2019. Adjustments to personnel expenditures reflect an update to the department's budget for positions, based on actual salaries for filled positions and minimum salaries for vacant positions, as of January 2019. The adjustment also reflects updated healthcare costs for an overall employer contribution increase of five percent based on enrollment. These are routine actions that occur at the beginning of the budget cycle.

Wastewater Total: \$1,023,822 FTE: 0

	Pay Grade	Minimum	Maximum	FY 2019 Adopted	FTE Change	FY 2020 Adopted
Accounting Technician II	1 07	\$29,391	\$47,962	3	0	3
Assistant Superintendent of Utility Division	1 17	\$64,260	\$104,872	1	0	1
Crew Leader I	1 09	\$34,445	\$56,161	15	0	15
Custodian, Senior	1 04	\$23,333	\$38,047	1	0	1
Electrician IV	1 11	\$40,805	\$66,586	1	0	1
Engineering Technician I	1 10	\$37,337	\$60,884	3	-1	2
Environmental Specialist II	1 12	\$44,339	\$72,308	1	0	1
Equipment Operator II	1 07	\$29,391	\$47,962	6	0	6
Equipment Operator III	1 08	\$31,804	\$51,864	19	0	19
General Utility Maintenance Supervisor	1 14	\$52,020	\$86,041	1	0	1
Maintenance Worker I	1 04	\$23,333	\$38,047	3	-1	2
Maintenance Worker II	1 06	\$27,438	\$44,737	27	0	27
Management Analyst I	1 11	\$40,805	\$66,586	0	1	1
Support Technician	1 05	\$25,179	\$41,096	0	1	1
Utility Maintenance Mechanic I	1 07	\$29,391	\$47,962	7	0	7
Utility Maintenance Supervisor	1 11	\$40,805	\$66,586	11	0	11
Utility Maintenance Supervisor, Senior	1 13	\$47,823	\$77,978	4	0	4
Total				103	0	103

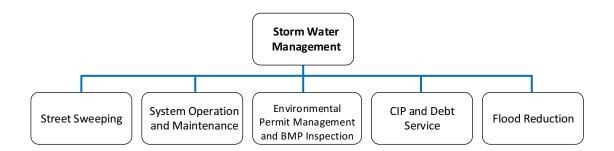
## STORM WATER MANAGEMENT

## MISSION STATEMENT

As part of Public Works Operations, Storm Water Management strives to improve the quality of life of Norfolk's residents, business owners, and visitors by improving the environment through reducing pollutants in storm water discharges. Storm Water Management also mitigates flooding, thereby reducing property damage and threats to life, health, and economic vitality.

## DEPARTMENT OVERVIEW

The Division of Storm Water Management focuses on five prominent categories of work: environmental permit management and regulatory compliance, Capital Improvement Program (CIP) and debt service, flood reduction, system operation and maintenance, and street sweeping. Staff is comprised of professional engineers, environmental scientists, and operations personnel that coordinate to meet the division's goals of reducing flooding and preventing pollution. The Division of Storm Water Management receives oversight from the Department of Public Works.



## PERFORMANCE MEASURES

## Goal

Enhance efficient use and protection of natural resources

## Objective

Prevent pollutants and debris from entering the storm water system

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	FY 2020 Adopted	Change
Miles of curb cleaned through street sweeping	54,632	53,781	50,000	55,000	5,000
Number of tons of debris removed by street sweeping	8,461	5,589	7,000	7,000	0

#### Goal

Reduce the negative impacts of flooding

### **Objective**

Keep Norfolk's drain/storm water structures clean and free from debris

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	FY 2020 Adopted	Change
Number of drain structures cleaned annually	7,459	12,715	7,000	10,000	3,000

## **REVENUE SUMMARY**

	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	FY 2020 Adopted
Use of Money and Property	\$590	\$946	\$565	\$565
Charges for Services	\$15,929,744	\$16,342,605	\$16,532,729	\$20,788,948
Miscellaneous Revenue	\$107,607	\$94,528	\$45,000	\$45,000
Recovered Costs	\$0	\$172,377	\$0	\$0
Federal Aid	\$112,903	\$449,362	\$0	\$0
Total	\$16,150,844	\$17,059,818	\$16,578,294	\$20,834,513

Actual amounts represent collections, not appropriation authority.

## **EXPENDITURE SUMMARY**

	FY 2017	FY 2018	FY 2019	FY 2020
	Actual	Actual	Adopted	Adopted
Personnel Services	\$5,849,984	\$6,122,698	\$6,812,177	\$6,576,818
Materials, Supplies and Repairs	\$2,688,424	\$3,109,288	\$2,080,934	\$2,469,064
Contractual Services	\$2,929,342	\$2,594,038	\$1,669,927	\$1,602,242
Equipment	\$177,486	\$108,195	\$988,225	\$1,119,425
Department Specific Appropriation	(\$66)	(\$89,246)	\$0	\$2,189,433
Debt Service/Transfers to CIP	\$4,416,853	\$4,737,283	\$5,027,031	\$6,877,531
Total	\$16,062,023	\$16,582,256	\$16,578,294	\$20,834,513

## **ADOPTED FY 2020 BUDGET ACTIONS**

### · Provide funds for a citywide compensation increase

FY 2020 \$38,464 FTE: 0

Provide funds for a compensation increase for city employees. FY 2020 compensation actions include: a two percent salary increase for general and constitutional officer employees; a step increase for sworn Police and Fire-Rescue employees; an increase to the permanent employee living wage, and salary range adjustments to the city's most regionally out of market positions. All actions will be effective January 2020.

## · Create a repair and replacement fund

FY 2020 \$500,000 FTE: 0

Provide funds to create a repair and replacement reserve. In FY 2020, Storm Water will begin the transition from a Special Revenue Fund to an Enterprise Fund. The transition requires Storm Water to achieve a \$2 million repair and replacement reserve. In FY 2020, \$500,000 will be contributed for this purpose.

### • Expand pump station operations

FY 2020 \$202,184 FTE: 2

Add a Utility Maintenance Mechanic II position, a Maintenance Mechanic II position, and a truck to create a new pump station crew to assist with the preventative maintenance and inspections of storm water infrastructure.

### Enhance financial monitoring and reporting

FY 2020 \$117,640 FTE: 2

Provide funds to add an Enterprise Controller position and an Accountant III position to support the transition of the Storm Water Fund from a Special Revenue Fund to an Enterprise Fund.

## Adjust debt service expenses

FY 2020 \$1,850,500 FTE: 0

Technical adjustment to adjust annual debt service payments for storm water related projects.

## Provide funds to acquire flood insurance for pump stations

FY 2020 \$68,000 FTE: 0

Technical adjustment to acquire flood insurance for five storm water pump stations across the city. The five pump stations requiring flood insurance are located below the flood plain.

## Increase funding for HRPDC contribution

FY 2020 \$4,726 FTE: 0

Technical adjustment to increase funding for Hampton Roads Planning District Commission (HRPDC). Norfolk's contribution to HRPDC is based on a per capita rate and population numbers from the U.S. Census Bureau. The contribution from Storm Water supports regional environmental education and outreach programs.

### Adjust operational expenses

FY 2020 \$1,560,552 FTE: 0

Technical adjustment for operational expenses which occur annually. These expenses include indirect costs and operational supplies.

## Remove one-time funds used to replace the work order system

FY 2020 (\$11,530) FTE: 0

Technical adjustment to remove one-time funds provided in FY 2019 used to manage work orders and requests throughout various departments, schedule preventative maintenance for assets, control inventory of assets, plan and budget resources, and report on these systems.

### Adjust costs for Fleet expenditures

FY 2020 \$389,330 FTE: 0

Technical adjustment to update the funding needed to support Fleet expenditures based on an annual cost revision calculation. Fleet provides maintenance, fuel, and the management of vehicles for essential operations of the department. This is a routine adjustment which occurs each budget cycle.

## Adjust required contribution to the city retirement system

FY 2020 (\$29,040) FTE: 0

Adjust the annual required contribution to the Norfolk Employees' Retirement System (NERS). Retirement contributions are based on a formula that calculates funds needed to meet present and future retirement payments. The contribution rate for the city will increase from 18.98 percent to 19.50 percent of eligible payroll in FY 2020. Costs are distributed to departments based on each department's NERS eligible payroll.

#### Annualize FY 2019 compensation increase

FY 2020 \$47,557 FTE: 0

Technical adjustment to annualize FY 2019 compensation actions that occurred in January 2019. The Adopted FY 2019 Budget included funds for: a two percent salary increase for general and constitutional officer employees; a step increase for sworn Police and Fire-Rescue employees; an increase to the permanent employee living wage; and salary range adjustments to the city's most regionally out of market positions.

#### Update personnel expenditures

FY 2020 (\$482,164) FTE: 0

Technical adjustment to update department costs for personnel services. Changes include updates to staffing due to administrative actions and the funds needed in FY 2020 for such actions. In addition, the city transitioned to position-based budgeting in FY 2019. Adjustments to personnel expenditures reflect an update to the department's budget for positions, based on actual salaries for filled positions and minimum salaries for vacant positions, as of January 2019. The adjustment also reflects updated healthcare costs for an overall employer contribution increase of five percent based on enrollment. These are routine actions that occur at the beginning of the budget cycle.

**Storm Water Management** 

Total: \$4,256,219 FTE: 4

				FY 2019	FTE	FY 2020
	<b>Pay Grade</b>	Minimum	Maximum	Adopted	Change	Adopted
Accountant I	1 11	\$40,805	\$66,586	1	0	1
Accountant III	1 13	\$47,823	\$77,978	0	1	1
Accountant IV	1 14	\$52,020	\$86,041	1	0	1
Accounting Supervisor	1 14	\$52,020	\$86,041	1	0	1
Accounting Technician II	1 07	\$29,391	\$47,962	2	0	2
Administrative Assistant II	1 10	\$37,337	\$60,884	2	0	2
Administrative Technician	1 07	\$29,391	\$47,962	1	0	1
Automotive Service Attendant	1 08	\$31,804	\$51,864	1	0	1
Civil Engineer II	1 15	\$56,314	\$92,075	2	0	2
Civil Engineer III	1 16	\$60,149	\$98,068	2	0	2
Civil Engineer V	1 18	\$68,697	\$112,020	1	0	1
Collection Coordinator	1 11	\$40,805	\$66,586	1	0	1
Construction Inspector II	1 11	\$40,805	\$66,586	3	0	3
Crew Leader I	1 09	\$34,445	\$56,161	9	0	9
Design/Construction Project Manager, Senior	1 17	\$64,260	\$104,872	1	0	1
Engineering Technician I	1 10	\$37,337	\$60,884	2	0	2
Engineering Technician II	1 11	\$40,805	\$66,586	2	0	2
Enterprise Controller	1 16	\$60,149	\$98,068	0	1	1
Environmental Engineer	1 14	\$52,020	\$86,041	1	0	1
Environmental Specialist II	1 12	\$44,339	\$72,308	1	0	1
Equipment Operator II	1 07	\$29,391	\$47,962	13	0	13
Equipment Operator III	1 08	\$31,804	\$51,864	16	0	16
Equipment Operator IV	1 09	\$34,445	\$56,161	1	0	1

	Pay Grade	Minimum	Maximum	FY 2019 Adopted	FTE Change	FY 2020 Adopted
Geographic Information Systems Technician II	1 11	\$40,805	\$66,586	1	0	1
Lead Mason	1 07	\$29,391	\$47,962	1	-1	0
Maintenance Mechanic II	1 08	\$31,804	\$51,864	1	1	2
Maintenance Worker I	1 04	\$23,333	\$38,047	11	0	11
Maintenance Worker II	1 06	\$27,438	\$44,737	3	1	4
Manager of Budget & Accounting	1 18	\$68,697	\$112,020	1	0	1
Program Administrator	1 13	\$47,823	\$77,978	1	0	1
Program Supervisor	1 13	\$47,823	\$77,978	1	0	1
Programs Manager	1 15	\$56,314	\$92,075	1	0	1
Public Relations Specialist	1 12	\$44,339	\$72,308	1	0	1
Storekeeper II	1 06	\$27,438	\$44,737	1	0	1
Storm Water Engineer	1 19	\$72,930	\$118,606	1	0	1
Storm Water Operations Manager	1 15	\$56,314	\$92,075	2	0	2
Utility Maintenance Mechanic I	1 07	\$29,391	\$47,962	1	0	1
Utility Maintenance Mechanic II	1 09	\$34,445	\$56,161	2	1	3
Utility Maintenance Supervisor	1 11	\$40,805	\$66,586	4	0	4
Utility Maintenance Supervisor, Senior	1 13	\$47,823	\$77,978	2	0	2
Total				99	4	103

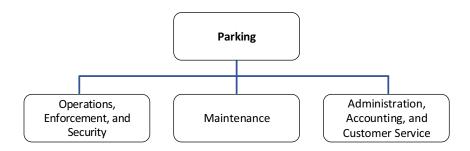
## **PARKING FACILITIES FUND**

## MISSION STATEMENT

The Division of Parking is dedicated to excellence in providing safe, convenient, and affordable parking services to the residents, visitors, and businesses in Norfolk.

## **DEPARTMENT OVERVIEW**

The City of Norfolk's Parking Division operates and maintains one of the largest municipally owned parking systems in the country while meeting the parking needs of downtown workers, residents, students, shoppers, and tourists. This includes over 20,000 public parking spaces located in 16 garages, nine lots, and over 700 on-street spaces. Safe, convenient and affordable parking is provided to all patrons through the efficient management of the city's parking resources. The Parking Facilities Fund receives oversight from the Department of General Services.



## PERFORMANCE MEASURES

#### Goal

Diversify and strengthen Norfolk's economic base

#### **Objective**

Promote strong financial management by ensuring revenue is maximized in order to meet all operating obligations

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	FY 2020 Adopted	Change
Ratio of cash-funded capital expenses to operating revenues (New measure for FY 2020)	0	0	0	100	100
Percent of fines collected	82	87	100	90	-10

## Objective

Expand, attract, and retain businesses within Norfolk

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Adopted	FY 2020 Adopted	Change
Percent of positive responses (good or above) from a Customer Service Survey of Parking Services (New measure for FY 2020)	0	0	0	60	60
Percent of Customer Calls referred to Parking from the Impact Center that are addressed and closed within 48 hours (New measure for FY 2020)	0	0	0	80	80
Number of parking violation tickets issued	39,542	36,990	43,000	40,000	-3,000

## **REVENUE SUMMARY**

	FY 2017	FY 2018	FY 2019	FY 2020
	Actual	Actual	Adopted	Adopted
Permits and Fees	\$27,983	\$32,008	\$31,400	\$34,680
Fines and Forfeitures	\$1,987,770	\$2,441,182	\$1,750,000	\$2,435,660
Use of Money and Property	\$52,768	\$117,471	\$30,000	\$90,000
Charges for Services	\$18,740,259	\$19,670,415	\$20,178,400	\$19,165,921
Miscellaneous Revenue	\$7,452	\$5,013	\$0	\$340
Other Sources and Transfers In	\$0	\$0	\$2,030,283	\$2,252,624
Total	\$20,816,232	\$22,266,089	\$24,020,083	\$23,979,225

Actual amounts represent collections, not appropriation authority.

## **EXPENDITURE SUMMARY**

	FY 2017	FY 2018	FY 2019	FY 2020
	Actual	Actual	Adopted	Adopted
Personnel Services	\$3,334,940	\$3,647,698	\$3,841,519	\$3,747,270
Materials, Supplies and Repairs	\$1,700,534	\$1,640,408	\$1,748,660	\$1,808,282
Contractual Services	\$4,713,532	\$12,318,494	\$4,865,284	\$4,859,053
Equipment	\$233,695	(\$9,504)	\$164,620	\$164,620
Department Specific Appropriation	\$0	(\$1,243,152)	\$0	\$0
Debt Service/Transfers to CIP	\$9,407,371	\$4,884,236	\$13,400,000	\$13,400,000
Total	\$19,390,072	\$21,238,180	\$24,020,083	\$23,979,225

## **ADOPTED FY 2020 BUDGET ACTIONS**

## • Provide funds for a citywide compensation increase

FY 2020 \$28,364 FTE: 0

Provide funds for a compensation increase for city employees. FY 2020 compensation actions include: a two percent salary increase for general and constitutional officer employees; a step increase for sworn Police and Fire-Rescue employees; an increase to the permanent employee living wage, and salary range adjustments to the city's most regionally out of market positions. All actions will be effective January 2020.

#### Adjust operational expenses

FY 2020 \$55,269 FTE: 0

Technical adjustment for operational expenses which occurs annually. Expenses include cost allocation and materials for operations.

### Adjust costs for Fleet expenditures

FY 2020 (\$1,878) FTE: 0

Technical adjustment to update the funding needed to support Fleet expenditures based on an annual cost revision calculation. Fleet provides maintenance, fuel, and the management of vehicles for essential operations of the department. This is a routine adjustment which occurs each budget cycle.

## Annualize FY 2019 compensation increase

FY 2020 \$30,993 FTE: 0

Technical adjustment to annualize FY 2019 compensation actions that occurred in January 2019. The Adopted FY 2019 Budget included funds for: a two percent salary increase for general and constitutional officer employees; a step increase for sworn Police and Fire-Rescue employees; an increase to the permanent employee living wage; and salary range adjustments to the city's most regionally out of market positions.

#### Update personnel expenditures

FY 2020 (\$153,606) FTE: 0

Technical adjustment to update department costs for personnel services. Changes include updates to staffing due to administrative actions and the funds needed in FY 2020 for such actions. In addition, the city transitioned to position-based budgeting in FY 2019. Adjustments to personnel expenditures reflect an update to the department's budget for positions, based on actual salaries for filled positions and minimum salaries for vacant positions, as of January 2019. The adjustment also reflects updated healthcare costs for an overall employer contribution increase of five percent based on enrollment. These are routine actions that occur at the beginning of the budget cycle.

**Parking Facilities Fund** 

Total: (\$40,858) FTE: 0

	Day Guada	NA::	M	FY 2019	FTE	FY 2020
	Pay Grade	Minimum	Maximum	Adopted	Change	Adopted
Accountant III	1 13	\$47,823	\$77,978	1	0	1
Accounting Technician II	1 07	\$29,391	\$47,962	7	0	7
Administrative Assistant I	1 09	\$34,445	\$56,161	1	0	1
Collection Coordinator	1 11	\$40,805	\$66,586	1	0	1
Crew Leader I	1 09	\$34,445	\$56,161	1	0	1
Customer Service Representative	1 05	\$25,179	\$41,096	15.2	0	15.2
Electrician II	1 09	\$34,445	\$56,161	1	0	1
Electronics Technician II	1 10	\$37,337	\$60,884	1	0	1
Enterprise Controller	1 16	\$60,149	\$98,068	1	0	1
Maintenance Mechanic II	1 08	\$31,804	\$51,864	5	0	5
Maintenance Supervisor I	1 11	\$40,805	\$66,586	1	0	1
Maintenance Worker I	1 04	\$23,333	\$38,047	4	0	4
Maintenance Worker II	1 06	\$27,438	\$44,737	2	0	2

				FY 2019	FTE	FY 2020
	Pay Grade	Minimum	Maximum	Adopted	Change	Adopted
Management Analyst III	1 14	\$52,020	\$86,041	1	0	1
Management Services Administrator	1 18	\$68,697	\$112,020	1	0	1
Meter Monitor	1 04	\$23,333	\$38,047	9	0	9
Painter II	1 08	\$31,804	\$51,864	1	0	1
Parking Administrator	1 14	\$52,020	\$86,041	1	0	1
Parking Director	1 18	\$68,697	\$112,020	1	0	1
Parking Manager	1 12	\$44,339	\$72,308	1	0	1
Parking Supervisor	1 09	\$34,445	\$56,161	6	0	6
Software Analyst	1 13	\$47,823	\$77,978	1	0	1
Total				63.2	0	63.2

